

JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
LANSING



January 27, 2003

The Honorable Valde Garcia, Chair
Senate Consumer and Industry Services Subcommittee
Michigan State Senate
P.O. Box 30036
Lansing, Michigan 48909

Dear Senator Garcia:

In compliance with Section 323 (2) of P.A. 527 of 2002, attached is the report for Joint Provider and Surveyor Trainings submitted by the Department of Consumer and Industry Services, Bureau of Health Systems.

This notification may also be viewed on our web site under "Inside CIS" at the following address: <http://www.michigan.gov/cis/>. If you have any questions regarding this information, please feel free to contact me at 373-3892.

Sincerely,

A handwritten signature in dark ink, appearing to read "John R. Suckow".

John R. Suckow, C.P.A.
Director, Finance and Administrative Services

JRS:rct

cc: Senate Consumer & Industry Services Subcommittee
David Hollister
Donald Gilmer
Walt Wheeler
Maria Tyszkiewicz
Brian Keisling



JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
LANSING

January 27, 2003

The Honorable Marc Shulman, Chair
House Consumer and Industry Services Subcommittee
Michigan House of Representatives
P.O. Box 30014
Lansing, Michigan 48909

Dear Representative Shulman:

In compliance with Section 323 (2) of P.A. 527 of 2002, attached is the report for Joint Provider and Surveyor Trainings submitted by the Department of Consumer and Industry Services, Bureau of Health Systems.

This notification may also be viewed on our web site under "Inside CIS" at the following address: <http://www.michigan.gov/cis/>. If you have any questions regarding this information, please feel free to contact me at 373-3892.

Sincerely,

John R. Suckow, C.P.A.
Director, Finance and Administrative Services

JRS:rcf

cc: House Consumer & Industry Services Subcommittee
David Hollister
Donald Gilmer
Walt Wheeler
Bob Schneider
Brian Keisling

JOINT TRAINING REPORT

Pursuant to Section 323(2) of P. A. 527 of 2002

January 2003

*Bureau of Health Systems
Michigan Department of Consumer & Industry Services*



Serving Michigan...Serving You

**DEPARTMENT OF CONSUMER & INDUSTRY SERVICES
REPORT TO THE LEGISLATURE ON
JOINT PROVIDER AND SURVEYOR TRAININGS**

Introduction

Section 323(2) of Public Act 527 of 2002, states the Department shall semiannually provide for a joint training with nursing home surveyors and providers on at least one of the ten most frequently issued citations in the state during the past calendar year. The Department is also to provide a mechanism to measure the effect of the training.

Top Ten Citations for Calendar Year 2001

The top ten citations for calendar year 2001 were:

1. Failure to provide supervision to prevent accidents.
2. Resident not provided care to reach highest practicable levels of mental, physical, psychosocial well-being.
3. Failure to assure resident is free from abuse.
4. Failure to provide proper treatment to prevent/heal pressure sores.
5. Failure to maintain conditions to preserve resident's dignity.
6. Failure to provide policies to prohibit abuse, neglect.
7. Failure to provide services that meet professional standards.
8. Failure to prohibit the employment of persons guilty of abuse.
9. Failure to inform of accidents, significant changes, transfers, etc.
10. Failure to accommodate resident's needs and preferences.

Calendar Year 2002 Joint Provider Training

The 2002 programs were based on the top ten citations for calendar year 2001. The 2002 Joint Provider/Surveyor Trainings were held March 26, 2002, with 125 surveyors, 43 guests, and 556 providers attending (representing 243 facilities); and October 22, 2002, with 41 guests, 121 surveyors, and 658 providers attending (representing 272 facilities). The Spring Joint Provider Training program (March 26, 2002), addressed the most frequently cited regulation (failure to provide supervision to prevent accidents), as well as three clinical practices guidelines. Those clinical practices guidelines included Pain Management, End-of-Life Care process, and Unnecessary Medications – the Rational Use of Medication or the Appropriate Use of Medication.

The Fall 2002 Joint Provider Training program (October 22, 2002) addressed four of the top ten citations. Those included failure to assure resident is free from abuse, failure to maintain conditions to preserve resident's dignity, failure to inform a guardian or other responsible party of accidents, significant changes in a resident's condition, and failure to accommodate resident's needs and preferences. In addition, the Quality Improvement Nurse Consultants presented the Clinical Practice Guidelines on Unnecessary Medications.

The Michigan Public Health Institute completed evaluations for both trainings. The Spring and Fall 2002 evaluations attested to the success of the program. For each of the clinical objectives, the outcomes were positive, as participants enjoyed the breakout sessions and variety of speaker presentations.

Conclusion

The Joint Surveyor/Provider Trainings covered five of the ten most frequently issued federal citations, were successful and were well attended by Department staff and providers.

The next Joint Surveyor/Provider Training is scheduled for March 11, 2003 and will include sessions on topics from the top ten citations, the latest Clinical Practice Guidelines regarding Pressure Sores, as well as a series of optional breakout sessions on clinical and nursing home administration issues.